

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 19 - Center for Health Care Rights

From: 07/01/2010 To: 06/30/2011

Public and Media Data Report

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Type of Activity					
Interactive Presentations to Public in Person					
Total Number of Events	34	47	48	37	166
Estimated Number of Attendees	2,121	2,802	1,835	2,421	9,179
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	6	9	1	16	32
Estimated Number of Attendees	1,600	4,500	150	30,320	36,570
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Mobile InfoVan Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Received Any Enrollment Assistance	0	0	0	0	0
Enrollment Assistance with Medicare Programs(s)	0	0	0	0	0
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	0	0	0	0
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	4	0	4	8
Estimated Number of Attendees	0	32,000,000	0	4,000,000	36,000,000
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	5	4	0	0	9
Estimated Number of Attendees	9,000,000	3,676,000	0	0	12,676,000
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	0	0	39	39
Estimated Number of Persons Reached	0	0	0	36,018,809	36,018,809

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	19	15	5	8	47
Estimated Number of Targeted Persons Reached	2,709,866	1,856,295	835,800	206,513	5,608,474
Presenters					
HICAP Paid Staff					
Total Presenters	0	0	54	58	112
Total Hours for Length of Activities	0.00	0.00	183.50	250.45	433.95
HICAP In-Kind Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP Volunteer Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Other Presenters					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
	7	18	13	4	
Dual Eligible with Mental Illness	0	0	0	0	0
Employer Termination - COBRA	0	0	0	0	0
General HICAP Information	33	48	49	38	168
Grievances / Appeals - Plan Issues	4	23	20	2	49
Long-Term Care / Insurance	1	1	1	1	4
Low Income Subsidy (LIS) / Application Assistance	17	19	22	19	77
Medicare (Parts A & B)	9	19	34	23	85
Medicare Advantage (Part C)	1	5	13	2	21
Medicare Fraud / Abuse	5	8	2	0	15
Medicare Prescription Drug Coverage (Part D)	17	25	27	21	90
Medigap / Medicare Supplements	3	1	9	15	28
Non-Medicare Fraud/Abuse	0	0	0	0	0
Other Topics / Issues (Health Specific)	11	13	20	28	72

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	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	0	0
Preventive Care Benefits	1	6	10	2	19
QMB/SLMB/QI	14	20	22	21	77
Volunteer Recruitment	0	0	0	0	0
Targeted Audience					
African American	1	11	5	16	33
American Indian or Naitave Alaskan	0	0	0	0	0
Asian Indian	0	0	0	0	0
Caucasian	5	4	1	6	16
Chinese	0	0	9	12	21
Disabled	2	13	10	11	36
Dual Eligible Groups	0	0	0	0	0
Employer Related Groups	10	15	0	0	25
Family Member/Caregiver of Beneficiary	9	8	8	19	44
Filipino	0	0	0	2	2
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	10	13	7	19	49
Hmong	0	0	0	0	0
Japanese	0	0	1	4	5
Korean	0	0	1	9	10
Low Income	8	17	18	23	66
Medicare Beneficiaries	21	33	37	39	130
Medicare Pre-Enrollees	0	0	33	37	70
Mental Health	1	0	0	1	2
Mental Health Professionals	0	0	0	0	0
Native Hawaiian	0	0	0	0	0
Other	2	4	2	3	11
Other Asian	8	14	1	3	26
Other Pacific Islander	0	0	0	0	0
Partnership Outreach	0	0	0	0	0
Presentations to Groups in Language Other than English	10	12	12	17	51
Rural	0	0	0	0	0
Samoan	0	0	0	0	0
Socail Work Professionals	0	0	13	18	31
Some Other Race or Ethnicity	0	0	0	0	0
Vietnamese	0	0	0	0	0

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
Literature from Events					
General HICAP Brochure	3,957	6,421	4,373	10,702	25,453
"Taking Care of Tomorrow"	0	0	20	0	20
Other Publications (Created by or on Behalf of Local HICAP)	10,250	14,139	9,496	16,385	50,270
Other Literature					
Other Literature	0	0	0	3,374	3,374
Brochures from Quick Call	50	58	46	28	182

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	2,561	2,998	2,764	2,563	10,886
Total Finalized Intakes	1,472	1,360	1,575	1,154	5,561
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	432	342	453	407	1,634
Aging into Medicare Postacd - CDA HICAP	0	0	0	4	4
CDA HICAP	13	13	19	29	74
CHA	0	0	0	0	0
CMS/Medicare	291	263	310	212	1,076
Friend/Relative	73	63	65	45	246
InfoVan	0	0	0	0	0
Internet	35	25	20	15	95
Mailings	0	0	0	0	0
Media	34	30	18	20	102
Other	439	480	261	160	1,340
Presentations	20	22	22	11	75
Previous Contacts	0	0	265	176	441
State Website	0	0	0	0	0
Missing/Not Collected	135	122	142	75	474
Mode of Client Contact					
Quick Call Contacts	2,510	2,921	2,643	2,902	10,976
Contacts by Telephone	4,689	3,681	5,592	4,157	18,119
Contacts In Person at home	4	3	8	3	18
Contacts In Person at site	1,929	1,938	2,403	1,899	8,169
Contacts by E-Mail	1,317	981	57	259	2,614
Contacts by Mail/Fax	0	0	1,464	619	2,083
Total Number of Client Contacts:	10,449	9,524	12,167	9,839	41,979
Contact Status Types					
General info	0	0	1,696	1,270	2,966
Detailed Assistance	0	0	2,510	1,730	4,240
Problem Solving/Resolution	0	0	5,705	4,918	10,623
Total Counseling Time Spent by Counselor Type					
Program Manager	52.56	39.43	45.50	57.08	194.57
Volunteer	222.45	296.55	279.25	309.50	1,107.75
Paid	1,848.37	1,512.07	2,137.55	1,593.42	7,091.41
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	365	280	418	323	1,386
Race					
African American/Black	171	128	169	124	592

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	7	6	3	6	22
Caucasian/White	691	752	735	588	2,766
Native Hawaiian	0	1	1	0	2
Guamanian or Chamoro	0	0	0	0	0
Samoan	2	2	2	1	7
Asian Indian	14	12	7	13	46
Chinese	43	36	41	25	145
Filipino	40	34	52	37	163
Japanese	18	11	9	8	46
Hmong	0	0	0	0	0
Korean	42	45	67	23	177
Vietnamese	12	7	16	8	43
Other Pacific Islander	6	1	0	1	8
Other Asian	9	13	11	6	39
Two or More Race	1	2	1	0	4
Some Other race	366	265	400	291	1,322
Not Collected	50	45	61	23	179
Gender					
Female	910	867	949	672	3,398
Male	548	488	607	480	2,123
Not Collected	14	5	19	2	40
Monthly Income					
Less than 150% of FPL	637	545	753	463	2,398
Equal To/Greater than 150% of FPL	619	602	649	586	2,456
Not collected	216	213	173	105	707
Client Asset Limits					
Below LIS Asset limit	0	0	897	684	1,581
At or Above LIS Asset Limit	0	0	448	321	769
Not Collected	1,472	1,360	230	149	3,211

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	95	90	96	89	370
Limited English Proficient (LEP)	246	201	321	202	970
Dual Eligible	532	453	620	326	1,931
Medicare Status Due to Disability	263	255	334	231	1,083
Dual Eligible due to Mental Disability	0	0	146	65	211
Applying/Receiving Social Security/Medicare Disability	0	0	325	255	580
Age					
Under 60	200	185	247	184	816
60-64	126	122	151	190	589
65-74	603	521	650	451	2,225
75-84	277	282	310	202	1,071
85+	138	149	140	86	513
Not Collected	128	101	77	41	347
Marital Status					
Married	504	463	526	429	1,922
Never Married	189	168	225	155	737
Separated	54	39	54	38	185
Divorced	272	256	286	244	1,058
Widowed	341	332	374	237	1,284
Domestic Partner	13	6	7	8	34
Not Collected	99	96	103	43	341
Estimated Financial Saving					
Clients with Financial Savings	17	9	33	16	75
Estimated Dollars Saved	\$4,003.05	\$15,561.04	\$27,398.43	\$39,100.46	\$86,062.98

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Topics/Needs Discussed					
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	357	277	362	340	1,336
Benefit Comparisons/Explanation/Coverge Changes	289	221	243	309	1,062
Appeals/Grievances	9	7	9	10	35
Billings/Claims	116	80	124	131	451
Fraud/Abuse	26	15	21	32	94
Quality of Care	0	0	136	108	244
LTC/LTCI					
Enrollment/Eligibility Assistance	46	24	32	33	135
Billings/Claims	12	11	2	13	38
LTC Partnership	0	0	15	19	34
Appeal/Greivances	8	6	1	1	16
Fraud/Abuse	0	0	0	0	0
Other LTC	0	0	15	22	37
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	70	80	140	153	443
Benefit Explanation	97	75	70	156	398
Appeals/Grievances	0	1	0	0	1
Billings/Claims	15	12	15	20	62
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	12	19	16	11	58
Quality of Care	0	0	16	19	35
Plan Comparison	0	0	70	80	150
Marketing/Sales Complaints/Issues	0	0	2	2	4
Plan Non Renewal	0	0	1	2	3
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	177	171	293	277	918
Benefit Explanation	103	89	60	141	393
Appeals/Grievances	15	14	19	20	68
Billings/Claims	42	34	52	50	178
Fraud/Abuse	2	1	3	1	7
Coverage Changes/Disenrollment	1	17	192	117	327
Plan Non Renewal	3	0	90	108	201
Plan Comparison	0	0	124	139	263
Enrollment/Enrollment Asistance	0	0	57	59	116
Quality of Care	0	0	31	29	60
Marketing/Sales Complaints or Issues	0	0	4	7	11
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	1	5	383	312	701
Medi-Cal Application Assistance	0	0	362	273	635

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
MSP Screening (QMB, SLMB, Q-1)	111	90	146	95	442
MSP Application Assistance	0	0	177	141	318
Medi-Cal/QMB Claims	0	0	125	112	237
Fraud/Abuse	0	0	0	2	2
Other	421	292	104	83	900
Other					
Employer/Federal Health Benefits (FEHB)	100	96	112	130	438
Military Benefits	8	8	9	11	36
COBRA	7	13	5	15	40
Mental Health Topics	192	114	230	153	689
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	0	0	18	7	25
Other	93	67	95	61	316
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	0	476	398	874
Eligibility/Screening	188	229	576	360	1,353
Plan Comparison	349	569	492	307	1,717
Enrollment/Anrollment Assistance	158	341	473	265	1,237
Billings/Claims	48	41	71	69	229
Coverage Changes	82	136	152	84	454
Re-enrollment	0	0	0	1	1
Disenrollment	0	0	26	8	34
TROOP	0	0	7	2	9
Other	21	16	23	26	86
LIS / Extra Help					
Eligibility / Screening	178	171	534	396	1,279
Benefit Explanation	0	0	285	170	455
Application Assistance	56	47	359	216	678
Claims/Billings	0	0	66	19	85
Appeals / Grievances	28	20	17	8	73
Other Prescription Drug CoveragePlans					
Union/employer	12	13	28	40	93
PPARx	45	23	38	33	139
Military Drug Benefit	0	0	5	1	6
Manufacturer Program	7	11	21	29	68
Other	0	0	2	0	2
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	33	30	76	28	167
Lag Time	40	25	93	34	192
Multiple Enrollment	0	0	26	7	33
Poor Training of Agents	1	0	1	2	4
Poor Training of CSR	0	0	0	0	0

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	Topics/Needs Discussed				TOTAL
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	
Fraud/Abuse	0	0	5	5	10
Marketing Fraud/Abuse	2	0	5	5	12
Agent fraud/abuse	0	0	3	5	8
Formulary problems/changes	18	11	30	33	92
Dosage problem	0	0	0	0	0
Data problems	24	15	85	30	154
Delay in medications	72	48	242	138	500
Incorrect Co-Pay/Can't Afford Co-Pay	15	13	93	31	152
Client reached donut hole	132	97	129	82	440
SSA Premium withheld	0	0	1	0	1
Appeals/Grievances	0	0	104	68	172
Quality of Care	0	0	17	2	19
Plan Non Renewal	0	0	16	13	29
HICAP Legal Services					
Referrals to HICAP Legal	5	31	108	41	185
Legal Clients Served	43	91	268	121	523
Cases Opened	5	31	108	41	185
Cases Closed	7	40	165	57	269
Favorable Closed Case Results	0	32	113	38	183
Client Representation Hours	45	74	155	91	365
Consultation to Program Hours	110	68	121	155	454
HICAP Legal Clients that Saved	0	1	2	3	6
Estimated Financial Savings	\$0.00	\$884.00	\$163.00	\$1,249.00	\$2,296.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
Part D Plan:	2	0	8	4	14
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	5	0	6	5	16
Other:	5	4	10	1	20
TOTAL MEDICARE PART D COMPLAINTS	12	4	24	10	50

All Other Complaints

APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	8	1	9	8	26
QIO:	0	0	0	0	0
SMP:	0	0	1	0	1
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	8	1	10	8	27

800 Medicare Line Issues

Total number of Calls with Issues	0	0	0	0	0
Total duration of calls	0.00	0.00	0.00	0.00	0.00